



TOP-LOADING WASHER USE AND CARE GUIDE

LAVEUSE À CHARGEMENT PAR LE DESSUS GUIDE D'UTILISATION ET D'ENTRETIEN

Para una versión de estas instrucciones en español, visite www.maytag.com

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Designed to use only
HE High Efficiency detergents.
Conçue pour l'utilisation d'un
détergent haute efficacité seulement.

WASHER SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

! DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

! WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electric shock, or injury to persons when using the washer, follow basic precautions, including the following:

- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapors that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable, or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using the washing machine, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children.
- Before the washer is removed from service or discarded, remove the door or lid.
- Do not reach into the washer if the drum, tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this manual or in published user-repair instructions that you understand and have the skills to carry out.
- See "Electrical Requirements" located in the installation instructions for grounding instructions.

SAVE THESE INSTRUCTIONS

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

WHAT'S NEW UNDER THE LID?

Your new washer will operate differently than your past agitator-style washer.

Lid Lock

To allow for higher spin speeds, the lid will lock and the Lid Locked light will turn on. When lit, the lid is locked and cannot be opened. When off, the lid can be opened. After a cycle is started, water will enter the washer. Lid will be unlocked during the Sensing Fill and Wash process. If you need to open the lid to add a garment after this point, you must press START/Pause and wait for the lid to unlock. The lid will only unlock after washer movement has stopped. It may take several seconds to several minutes for the lid to unlock. Press START/Pause to resume the cycle.

Sounds

At different stages of the wash cycle, you may hear sounds and pauses different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the cycle as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the agitator tests for load balance or moves the load. Sometimes, you may hear nothing at all as the washer allows time for clothes to soak.

Automatic Load Size Sensing

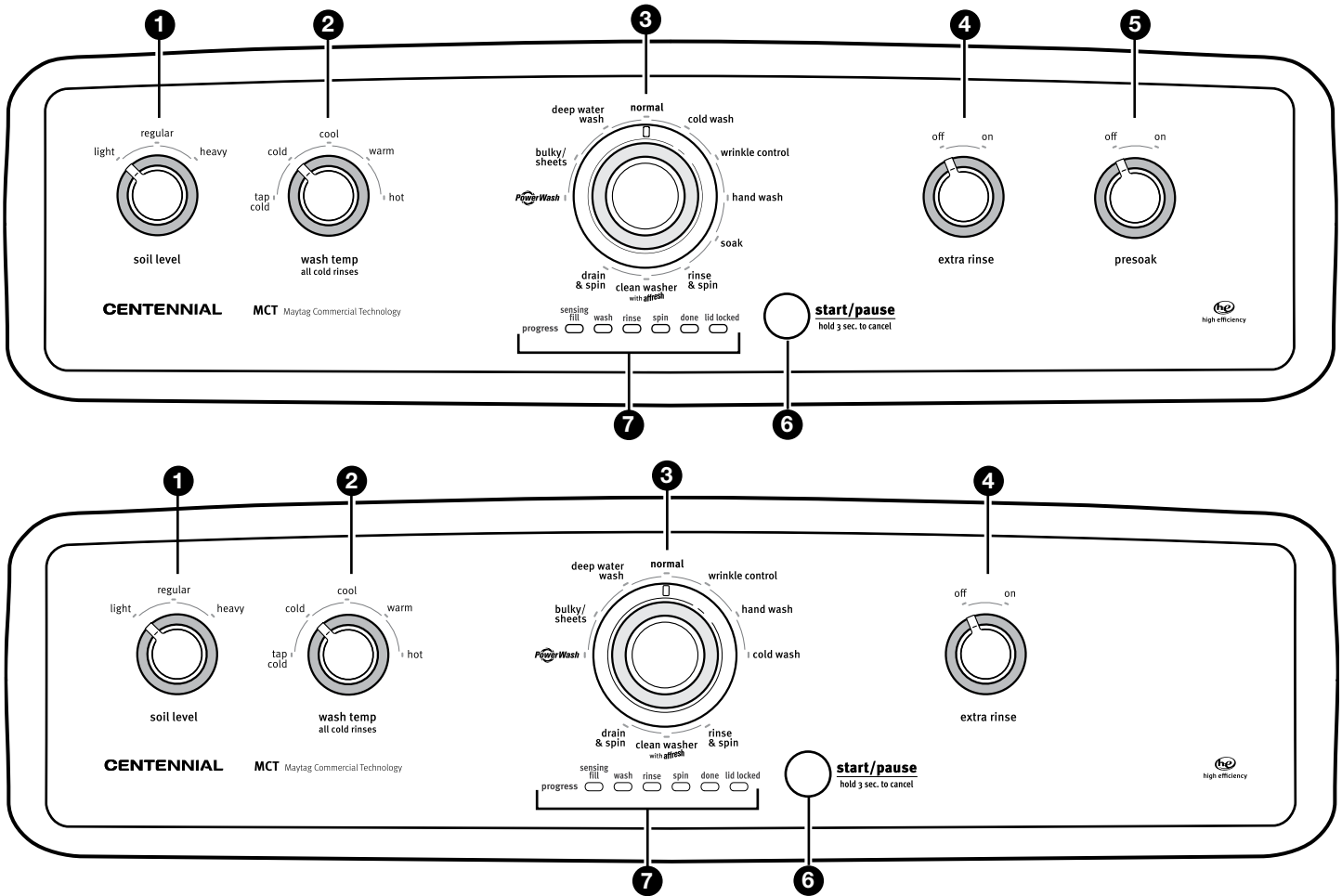
Once you start the cycle, the washer will fill to the water level. When the washer is done filling, it will start to agitate after it determines the correct level for the load. The washer will then fill to the appropriate water level based on the load size.

This low-water wash method uses less water and energy compared to a traditional agitator-style washer.

IMPORTANT:

- After the washer basket fills to the selected water level, the lid must be closed before the wash cycle can start. If filling stops with the lid open, close lid and press START/Pause button.

CONTROL PANEL AND FEATURES



Not all features and options are available on all models.
Appearance may vary.

1 SOIL LEVEL

Select the setting most suitable for your load. For heavily soiled and sturdy fabrics, select Heavy Soil Level for more wash time. For lightly soiled and delicate fabrics, select Light Soil Level for less wash time. A lighter soil-level setting will help reduce tangling and wrinkling.

2 WASH TEMP

Temperature senses and maintains uniform water temperatures by regulating incoming hot and cold water.

Select a wash temperature based on the type of fabric and soils being washed. For best results and following the garment label instructions, use the warmest wash water safe for your fabric.

- On some models and cycles, warm and hot water may be cooler than your previous washer.
- Even in a cold and cool water wash, some warm water may be added to the washer to maintain a minimum temperature.

3 WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. See “Cycle Guide” for detailed descriptions of cycles.

4 EXTRA RINSE

This option can be used to automatically add a second rinse to most cycles.

5 PRESOAK (Depending on Model)

Use this option to add an extra soak period to any cycle when washing heavily soiled garments. This option will alternate between a soak and a gentle agitation.

NOTE: If your washer does not have a presoak/soak option or cycle, press the Start/Pause button to pause the cycle after the washer has filled with water. When you have soaked your items for the desired amount of time, press the Start/Pause button again to continue the cycle.

6 START/PAUSE BUTTON

Press to start the selected cycle; press again to pause the cycle and unlock the lid.

NOTE: If the washer is spinning, it may take several minutes to unlock the lid. Press and hold for 3 seconds to cancel a cycle.

7 PROGRESS LIGHTS

sensing
fill wash rinse spin done lid locked
progress ○ ○ ○ ○ ○ ○ ○

The Progress Lights show the progress of a cycle. At each stage of the process, you may notice sounds or pauses that are different from traditional washers.

SENSING FILL

When the START/Pause button is pressed, the washer will fill to an initial water level and begin sensing to determine the load size. The washer will then continue filling to the appropriate water level based on load size and proceed to Wash.

If the lid is opened or the START/Pause button is pressed, the cycle will pause. Closing the lid and/or pressing the START/Pause button will resume the cycle. If the cycle remains paused with the lid open for 10 minutes, the washer will pump out the water.

WASH

You will hear the agitator moving the load. The motor sounds may change at different stages in the cycle. Wash time is determined by the selected soil level.

RINSE

You will hear sounds similar to the wash cycle as the washer rinses and moves the load. You may hear the motor turning on briefly (short hum) to move the basket while filling.

SPIN

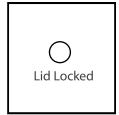
The washer spins the load at increasing speeds for proper water removal based on the selected cycle.

DONE

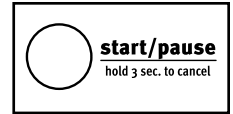
Once the cycle is complete, this light will come on. For best results, remove the load promptly.

LID LOCKED

The Lid Lock feature allows for higher spin speeds. When the Lid Locked light is lit, the lid is locked and cannot be opened without pausing the cycle. When the Lid Locked light is off, the lid can be opened.



To open the lid after it has been locked, press START/Pause. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Press START/Pause while the lid is closed to resume the cycle.



CYCLE GUIDE

For best fabric care, choose the cycle that best fits the load being washed.

Recommended settings for best performance in **bold**.

Not all cycles and options are available on all models.

Items to wash:	Cycle:	Wash Temp*:	Spin Speed:	Cycle Details:
Sturdy fabrics, colorfast items, towels, jeans	Power Wash®	Hot Warm Cool Cold Tap Cold	High	Use this cycle for heavily soiled or sturdy items. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Large items such as sheets, sleeping bags, small comforters, jackets, small washable rugs	Bulky/ Sheets	Hot Warm Cool Cold Tap Cold	High	Use this cycle to wash large items. The washer will fill with enough water to wet down the load before the wash portion of the cycle begins. This cycle uses a higher water level than other cycles.
Casual and mixed loads, jeans, towels, sturdy fabrics	Deep Water Wash	Hot Warm Cool Cold Tap Cold	High	Provides maximum wash time and action for tough stains and soils. Use this cycle for heavily soiled or sturdy items. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Cottons, linens, and mixed-garment loads	Normal	Hot Warm Cool Cold Tap Cold	High	Use this cycle for normally or lightly soiled cottons and mixed-fabric loads.
No-iron fabrics, cottons, perm press, linens, synthetics	Wrinkle Control	Hot Warm Cool Cold Tap Cold	Low	Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends.
Machine wash silks, handwash fabrics	Hand Wash	Hot Warm Cool Cold Tap Cold	Low	Use this cycle to wash lightly soiled garments indicating "Machine Washable Silks" or "Gentle" cycle on the care label. Place small items in mesh garment bags before washing. This cycle uses a higher, preset water level.
Bright or darkly colored cottons, linens, casual and mixed loads	Cold Wash	Cold	High	Cold water with an additional wash action gently lifts stains while caring for fabrics. Settings may be adjusted as desired but must use only cold water settings.
Swimsuits and items requiring rinsing without detergent	Rinse & Spin	Cold Rinse Only	High	Combines a rinse and high-speed spin for loads requiring an additional rinse cycle or to complete a load after power interruption. Also use for loads that require rinsing only.
Hand-washed garments or dripping wet items	Drain & Spin	N/A	High	This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand. Use this cycle to drain washer after cancelling a cycle or completing a cycle after a power failure.
No clothes in washer	Clean Washer with affresh®	Hot	Low	Use this cycle every 30 washes to keep the inside of your washer fresh and clean. This cycle uses a higher water level. Use with affresh® Washer Cleaner tablet or liquid chlorine bleach to thoroughly clean the inside of your washer. This cycle should not be interrupted. See "Washer Care." IMPORTANT: Do not place garments or other items in the washer during this cycle. Use only with an empty wash tub.
Heavily soiled fabrics	Soak	Hot Warm Cool Cold Tap Cold	No Spin	Use this cycle to soak small spots of set-in stains on fabrics. The washer will use intermittent agitation and soaking. At the end of the cycle, water will drain but washer will not spin.

*All rinses are cold.

USING YOUR WASHER

⚠ WARNING



Fire Hazard

Never place items in the washer that are dampened with gasoline or other flammable fluids.

No washer can completely remove oil.

Do not dry anything that has ever had any type of oil on it (including cooking oils).

Doing so can result in death, explosion, or fire.

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

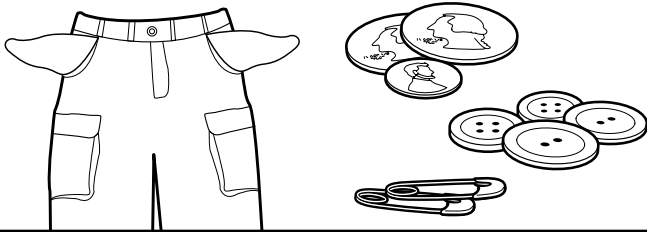
Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

1. Sort and prepare your laundry



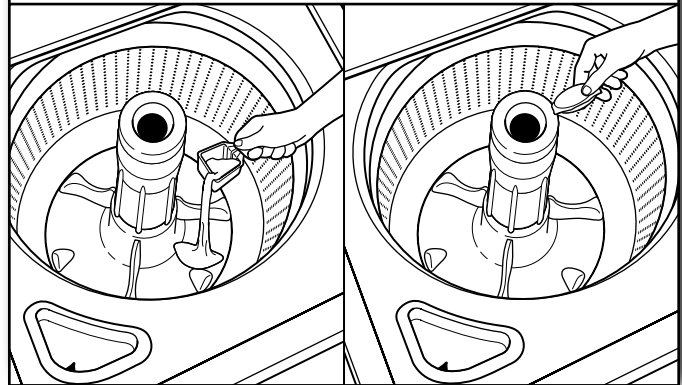
- Empty pockets. Loose change, buttons, or any small object can pass under the agitator and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled items.
- Separate delicate items from sturdy fabrics.
- Do not dry garments if stains remain after washing because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, fasten hooks, tie strings and sashes, and remove non-washable trim and ornaments.
- Mend rips and tears to avoid further damage to items during washing.

Helpful Tips:

- When washing water-proof or water-resistant items, load evenly.
- Use mesh garment bags to help avoid tangling when washing delicate or small items.
- Turn knits inside out to avoid pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

NOTE: Always read and follow fabric care label instructions to avoid damage to your garments.

2. Add laundry products



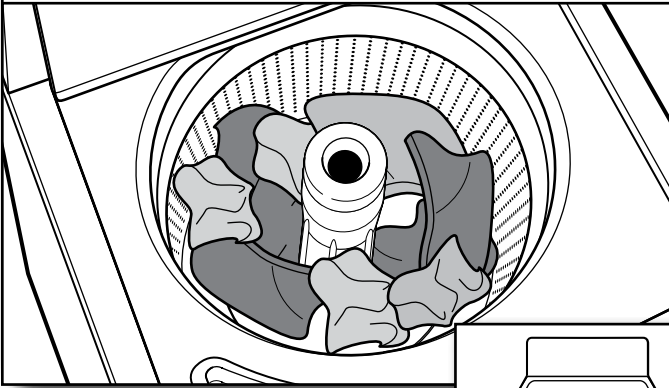
Add a measured amount of HE detergent or single-dose laundry packet into the basket.

If using Oxi-type boosters, color-safe bleach, or fabric softener crystals, add to the bottom of the washer basket before adding clothes.

IMPORTANT: Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." Low-water washing creates excessive sudsing with a regular non-HE detergent. Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance.

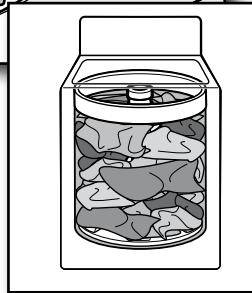
NOTE: Follow the manufacturer's instructions to determine the amount of laundry products to use.

3. Load laundry into washer

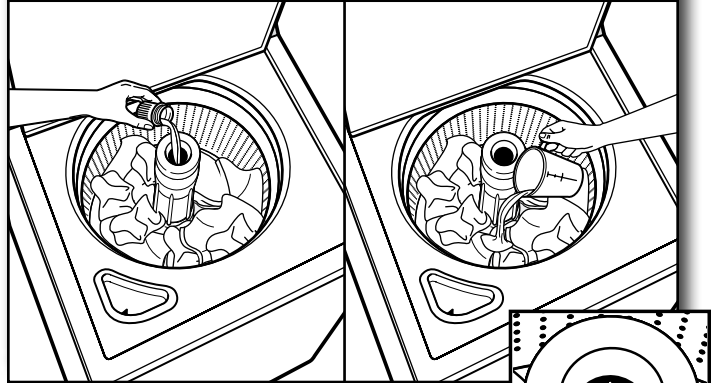


Load garments in loose heaps evenly around basket wall. For best results, do not pack the load tightly. Do not wrap large items such as sheets around the agitator; load them in loose piles around the sides of the basket. Try mixing different-sized items to reduce tangling.

IMPORTANT: Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.



5. Add fabric softener to dispenser (on some models)



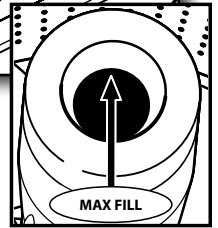
Pour a measured amount of liquid fabric softener into dispenser; always follow manufacturer's directions for correct amount of fabric softener based on your load size.

Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the underside of the rim. See max fill line arrows.

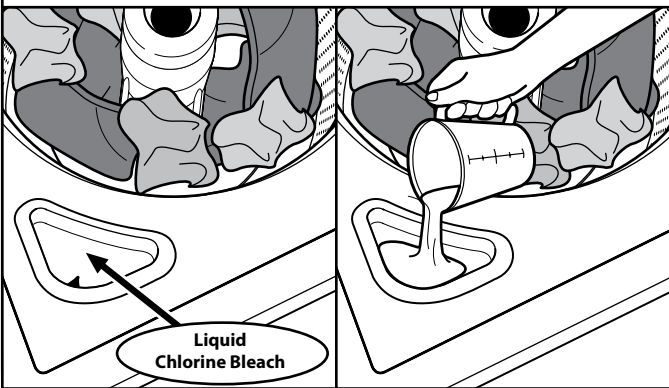
IMPORTANT: Fabric Softener will dispense during the final rinse portion of the cycle.

Adding Liquid Fabric Softener Manually to Wash Load

During the final rinse, wait until the washer has completed filling, press the START/Pause button to pause the washer. Lift the lid and add the measured recommended amount of liquid fabric softener. Do not use more than the recommended amount. Close the lid and press the START/Pause button again to start the washer.

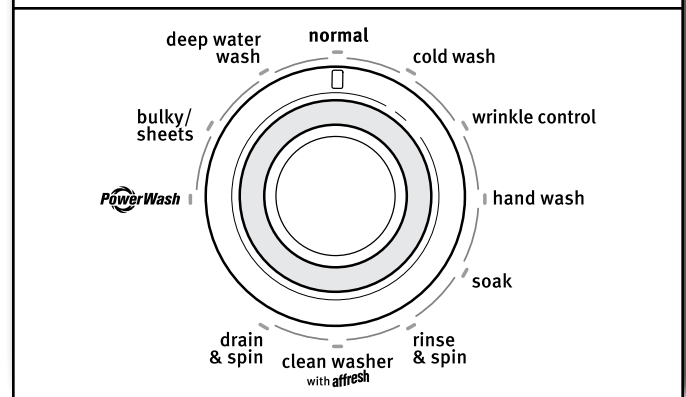


4. Add liquid chlorine bleach to dispenser



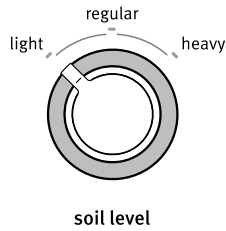
Do not overfill, dilute, or use more than 1 cup (250 mL). Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

6. Select cycle



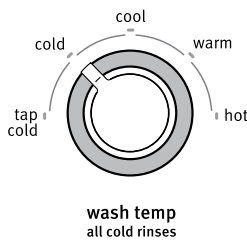
Turn cycle knob to choose your wash cycle. For more information, see "Cycle Guide."

7. Select SOIL LEVEL



Once you select a cycle, select the desired soil level by turning the Soil Level knob to the appropriate setting.

8. Select WASH TEMP

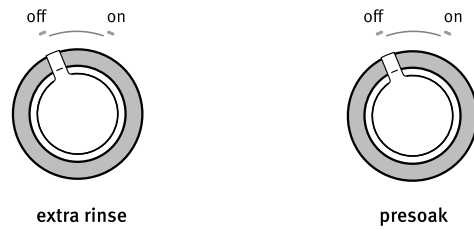


Once you select a cycle, select the desired wash temperature by turning the Wash Temperature knob to the appropriate setting based on your load. All rinses are cold.

NOTE: Always read and follow fabric care label instructions to avoid damage to your garments.

Wash Temp	Suggested Fabrics
Hot Some cold water is added to save energy. This will be cooler than your hot water heater setting.	Whites and pastels Durable garments Heavy soils
Warm Some cold water will be added, so this will be cooler than what your previous washer provided.	Bright colors Moderate to light soils
Cool Warm water is added to assist in soil removal and to help dissolve detergents.	Colors that bleed or fade Light soils
Cold Warm water may be added to assist in soil removal and to help dissolve detergents.	Dark colors that bleed or fade Light soils
Tap Cold This is the temperature from your faucet.	Dark colors that bleed or fade Light soils

9. Select cycle options (on some models)



Select the desired cycle options.

10. Press START/Pause to begin wash cycle



Press the START/Pause button to start the wash cycle. When the cycle has finished, the Done indicator will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and prevent rusting of metal hooks, zippers, and snaps.

Unlocking the Lid to Add Garments:

If you need to open the lid to add 1 or 2 missed garments: Press START/Pause. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Add garments, close lid, and press START/Pause again to restart the cycle.

If lid is left open for more than 10 minutes, the water will pump out automatically.

WASHER MAINTENANCE

WATER INLET HOSES

Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Periodically inspect and replace inlet hoses if bulges, kinks, cuts, wear, or leaks are found.

When replacing your inlet hoses, mark the date of replacement on the label with a permanent marker.

NOTE: This washer does not include inlet hoses. See the "Installation Instructions" for more information.

WASHER CARE

Recommendations to Help Keep Your Washer Clean and Performing at its Best

1. Always follow the detergent manufacturer's instructions regarding the amount of detergent to use. Never use more than the recommended amount because that may increase the rate at which detergent and soil residue accumulate inside your washer, which in turn may result in undesirable odor.
2. Use warm and hot wash water settings sometimes (not exclusively cold water washes) because they do a better job of controlling the rate at which soils and detergent accumulate.
3. Always leave the washer lid open between uses to help dry out the washer and prevent the buildup of odor-causing residue.

Cleaning Your Top Loading Washer

Read these instructions completely before beginning the routine cleaning processes recommended below. This Washer Maintenance Procedure should be performed, at a minimum, once per month or every 30 wash cycles, whichever occurs sooner, to control the rate at which soils and detergent may otherwise accumulate in your washer.

Cleaning the Inside of the Washer

To keep your washer odor-free, follow the usage instructions provided above, and use this recommended monthly cleaning procedure:

Recommended Cycle for Cleaning the Washer

Refer to the "Cycle Guide" for the optimal cycle for cleaning the inside of the washer. Use this cycle with affresh® Washer Cleaner or liquid chlorine bleach as described below.

Begin Procedure

1. affresh® Washer Cleaner cycle procedure (recommended for best performance):
 - a. Open the washer lid and remove any clothing or items.
 - b. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
 - c. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
 - d. Do not add any detergent or other chemical to the washer when following this procedure.
 - e. Close the washer lid.
 - f. Select the cycle recommended for cleaning the inside of the washer.
 - g. Press the START/Pause button to start the cycle.

NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/Pause once or twice (depending on model). After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.(depending on model). After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

WASHER CARE (cont.)

2. Chlorine Bleach Procedure (Alternative):

- a. Open the washer lid and remove any clothing or items.
- b. Add 1 cup (236 mL) of liquid chlorine bleach to the bleach compartment.

NOTE: Use of more liquid chlorine bleach than is recommended above could cause washer damage over time.

- c. Close the washer lid.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Select the cycle recommended for cleaning the inside of the washer.
- f. Press the START/Pause button to start the cycle.

NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/Pause once or twice (depending on model). After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

Cleaning the Dispensers

After a period of using your washer, you may find some residue buildup in the washer's dispensers. To remove residue from the dispensers, wipe them with a damp cloth and towel dry. Do not attempt to remove the dispensers or trim for cleaning. The dispensers and trim are not removable. If your model has a dispenser drawer, however, remove the drawer and clean it before or after you run the Clean Washer cycle. Use an all-purpose surface cleaner, if needed.

Cleaning the Outside of the Washer

Use a soft, damp cloth or sponge to wipe away any spills. Use only mild soaps or cleaners when cleaning external washer surfaces.

IMPORTANT: To avoid damaging the washer's finish, do not use abrasive products.

NON-USE AND VACATION CARE

Operate your washer only when you are home. If moving or not using your washer for a period of time, follow these steps:

1. Unplug or disconnect power to washer.
2. Turn off water supply to washer to avoid flooding due to water-pressure surge.

WINTER STORAGE CARE

IMPORTANT: To avoid damage, install and store washer where it will not freeze. Because some water may stay in hoses, freezing can damage washer. If storing or moving during freezing weather, winterize your washer.

To winterize washer:

1. Shut off both water faucets Disconnect and drain water-inlet hoses.
2. Put 1 qt. (1 L) of R.V.-type antifreeze in basket and run washer on Rinse & Spin cycle for about 30 seconds to mix antifreeze and remaining water.
3. Unplug washer or disconnect power.

TRANSPORTING YOUR WASHER

1. Shut off both water faucets. Disconnect and drain water inlet hoses.
2. If washer will be moved during freezing weather, follow "Winter Storage Care" directions before moving.
3. Disconnect drain from drain system and drain any remaining water into a pan or bucket. Disconnect drain hose from back of washer.
4. Unplug power cord.
5. Place inlet hoses and drain hose inside washer basket.
6. Drape power cord over edge and into washer basket.
7. Place packing tray from original shipping materials back inside washer. If you do not have packing tray, place heavy blankets or towels into basket opening. Close lid and place tape over lid and down front of washer. Keep lid taped until washer is placed in new location. Transport washer in upright position.

REINSTALLING/USING WASHER AGAIN

To reinstall washer after non-use, vacation, winter storage, or moving:

1. Refer to "Installation Instructions" to locate, level, and connect washer.
2. Before using again, run washer through the following recommended procedure:

To use washer again:

1. Flush water pipes and hoses. Reconnect water-inlet hoses. Turn on both water faucets.

WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

2. Plug in washer or reconnect power.
3. Run washer through Normal cycle to clean washer and remove antifreeze if used. Use half the manufacturer's recommended amount of detergent for a medium-size load.

TROUBLESHOOTING

First try the solutions suggested here or visit our website at www.maytag.com/product_help -
In Canada www.maytag.ca for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
Vibration or Off-Balance		
Check the following for proper installation or see "Using Your Washer" section.	Feet may not be in contact with the floor and locked.	Front and rear feet must be in firm contact with floor, and washer must be level to operate properly.
	Washer may not be level.	Check floor for flexing or sagging. If flooring is uneven, a 3/4" (19 mm) piece of plywood under your washer will reduce sound. See "Level the Washer" in Installation Instructions.
	Load could be unbalanced.	Load dry items in loose heaps evenly around basket wall. Adding wet items to washer or adding more water to basket could unbalance washer.
		Wash smaller loads to reduce imbalance.
		Do not tightly pack. Avoid washing single items.
		Use Normal cycle and Bulky/Sheets or Super load size for oversized, non-absorbent items such as comforters or poly-filled jackets.
		See "Cycle Guide" and "Using Your Washer" in this Use and Care Guide.
Noises		
Clicking or metallic noises.	Objects caught in washer drain system.	Empty pockets before washing. Loose items such as coins could fall between basket and tub or may block pump. It may be necessary to call for service to remove items.
		It is normal to hear metal items on clothing such as snaps, buckles, or zippers touch against the basket.
Gurgling or humming.	Washer may be draining water.	It is normal to hear the pump making a continuous humming sound with periodic gurgling or surging as final amounts of water are removed during the Drain & Spin cycles.
Humming.	Load sensing may be occurring.	You may hear the hum of the sensing spins after you have started the washer. This is normal.
Winding down.	Brake applied to motor to slow down basket.	This is a normal sound.
Water Leaks		
Check the following for proper installation:	Washer not level.	Water may splash off basket if washer is not level. Check that load is not unbalanced or tightly packed.
	Fill hoses not attached tightly.	Tighten fill-hose connection.
	Fill hose washers.	Make sure all four fill hose flat washers are properly seated.
	Drain hose connection.	Pull drain hose from washer cabinet and properly secure it to drainpipe or laundry tub.
		Do not place tape over drain opening.
	Check household plumbing for leaks or clogged sink or drain.	Water can back up out of a clogged sink or drainpipe. Check all household plumbing for leaks (laundry tubs, drainpipe, water pipes, and faucets.)
Washer not loaded as recommended.	Improper loading can cause basket to be out of alignment and cause water to splash off tub. See "Using Your Washer" for loading instructions.	
Washer not performing as expected		
Washer won't run or fill, washer stops working or wash light remains on (indicating that the washer was unable to fill appropriately).	Check for proper water supply.	Both hoses must be attached and have water flowing to inlet valve.
		Both hot and cold water faucets must be turned on.
		Check that inlet valve screens have not become clogged.
		Check inlet hoses for any kinks, which can restrict water flow.

TROUBLESHOOTING

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

First try the solutions suggested here or visit our website at www.maytag.com/product_help -
In Canada www.maytag.ca for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Washer won't run or fill, washer stops working or wash light remains on (indicating that the washer was unable to fill appropriately) (cont.).	Check proper electrical supply.	Plug power cord into a grounded 3-prong outlet.
		Do not use an extension cord.
		Ensure there is power to outlet.
		Reset a tripped circuit breaker. Replace any blown fuses. NOTE: If problems continue, contact an electrician.
	Normal washer operation.	Lid must be closed for washer to run.
		Washer will pause during certain phases of cycle. Do not interrupt cycle.
Washer may be tightly packed.	Remove several items, rearrange load evenly in basket, and add detergent. Close lid and press START/Pause.	
	Do not add more than 1 or 2 additional items after cycle has started to avoid tightly packing or unbalancing.	
Washer not draining/spinning, loads are still wet, or spin light remains on (indicating that the washer was unable to pump out water within 10 minutes).	Small items may have been caught in pump or between basket and tub, which can slow draining.	Empty pockets and use garment bags for small items.
	Use a cycle with a low spin speed.	Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle/speed spin for your garment. To remove extra water in the load, select Drain & Spin. Load may need to be rearranged to allow even distribution of the load in the basket.
	The washer may be tightly packed or unbalanced.	Tightly packed or unbalanced loads may not allow the washer to spin correctly, leaving the load wetter than normal, leading to longer cycle times and longer dry times. Evenly arrange the wet load for balanced spinning. Select the Drain & Spin cycle to remove excess water. See "Using Your Washer" for loading recommendations.
	Check plumbing for correct drain hose installation. Drain hose extends into standpipe farther than 4.5" (114 mm).	Check drain hose for proper installation. Use drain hose form and securely attach to drainpipe or tub. Do not tape over drain opening. Lower drain hose if the end is higher than 96" (2.4 m) above the floor. Remove any clogs from drain hose.
	Too much detergent causing suds to slow or stop draining and spinning.	Always measure and follow detergent directions for your load. To remove extra suds, select Rinse & Spin. Do not add detergent.

TROUBLESHOOTING

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In Canada www.maytag.ca for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Dry spots on load after cycle.	High-speed spins extract more moisture than traditional top-load washers.	The high spin speeds combined with air flow during the final spin can cause items near the top of the load to develop dry spots during the final spin. This is normal.
Incorrect or wrong wash or rinse temperatures.	Check for proper water supply.	Make sure hot and cold inlet hoses are not reversed.
		Both hoses must be attached to both washer and faucet and have both hot and cold water flowing to inlet valve.
		Check that inlet-valve screens are not clogged.
Remove any kinks in hoses.	Energy saving controlled wash temperatures.	This washer uses cooler wash and rinse water temperatures than your previous washer. This includes cooler hot and warm washes.
Load not rinsed.	Check for proper water supply.	Make sure hot and cold inlet hoses are not reversed.
		Both hoses must be attached and have water flowing to the inlet valve.
		Both hot and cold water faucets must be on.
		Inlet-valve screens on washer may be clogged.
		Remove any kinks in the inlet hose.
	Using too much detergent.	The suds from too much detergent can keep washer from operating correctly. Always measure detergent and follow detergent directions based on load size and soil level.
Washer not loaded as recommended.	The washer is less efficient at rinsing when load is tightly packed.	
	Load garments in loose heaps evenly around the basket wall. Load with dry items only.	
	Use cycle designed for the fabrics being washed.	
	Add only 1 or 2 additional garments after washer has started.	
Sand, pet hair, lint, etc. on load after washing.	Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.	Add an Extra Rinse to the selected cycle.
Load is tangling.	Washer not loaded as recommended.	See "Using Your Washer" section.
		Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher-speed spin. See the "Cycle Guide" to match your load with the best cycle.
		Load garments in loose heaps evenly around the basket wall.
		Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.
Not cleaning or removing stains.	Washer not loaded as recommended.	Washer is less efficient at cleaning when load is tightly packed.
		Load garments in loose heaps evenly around the basket wall. Load with dry items only.
		Add only 1 or 2 additional garments after washer has started.
Adding detergent on top of load.	Add detergent, Oxi products, and color-safe bleach to the bottom of the basket before adding the load items.	

TROUBLESHOOTING

First try the solutions suggested here or visit our website at www.maytag.com/product_help -
In Canada www.maytag.ca for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Not cleaning or removing stains (cont.).	Using too much detergent.	The suds from too much detergent can keep washer from operating correctly. Always measure detergent and follow manufacturer's directions based on load size and soil level.
	Not using correct cycle for fabric type.	Use a higher soil level cycle option and warmer wash temperature to improve cleaning.
		Use Power Wash® cycle for tough cleaning. See the "Cycle Guide" to match your load with the best cycle.
	Not using dispensers.	Use dispensers to avoid chlorine bleach and fabric-softener staining.
		Load dispensers before starting a cycle. Select One Rinse with Fabric Softener or Extra Rinse with Fabric Softener when using fabric softener.
Do not add products directly onto load.		
Not washing like colors together.	Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.	
Incorrect dispenser operation.	Clogged dispenser.	Use only liquid chlorine bleach in the bleach dispenser. Use only fabric softener in the fabric softener dispenser.
Fabric damage.	Sharp items were in pockets during wash cycle.	Empty pockets, zip zippers, and snap or hook fasteners before washing to avoid snags and tears.
	Strings and straps could have tangled.	Tie all strings and straps before starting wash load.
	Items may have been damaged before washing.	Mend rips and broken threads in seams before washing.
	Fabric damage can occur if load is tightly packed.	Load garments in loose heaps evenly around the basket wall. Load with dry items only.
		Use cycle designed for the fabrics being washed.
		Add only 1 or 2 additional garments after washer has started.
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directly onto load. Wipe up bleach spills.
Undiluted bleach will damage fabrics. Do not use more than recommended by manufacturer.		
Do not place load items on top of bleach dispenser when loading and unloading washer.		
Garment care instructions may not have been followed.	Always read and follow garment manufacturer's care label instructions. See the "Cycle Guide" to match your load with the best cycle.	
Odors.	Monthly maintenance not done as recommended.	See "Cleaning Your Washer" in "Washer Maintenance."
		Unload washer as soon as cycle is complete.
	Using too much detergent.	Be sure to measure correctly. Always follow the manufacturer's directions.
See "Cleaning your Washer" section.		
Lid locked light is flashing.	The lid is not closed.	Close the lid. The washer will not start or fill with the lid open.
	A cycle was stopped or paused using the Start/Pause button.	The washer may still be spinning. The lid will not unlock until the basket has stopped spinning. This may take several minutes if washing large loads or heavy fabrics.
Single-dose laundry packet not dissolving.	Adding laundry packet incorrectly.	Be sure laundry packet is added to washer basket before adding clothes. Follow the manufacturer's instructions to avoid damage to your garments.

MAYTAG® LAUNDRY LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address, and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit https://www.maytag.com/product_help.
2. All warranty service is provided exclusively by our authorized Maytag Service Providers.



https://www.maytag.com/product_help

In the U.S. and Canada, direct all requests for warranty service to:

Maytag Customer eXperience Center

In the U.S.A. call 1-800-688-9900. In Canada call 1-800-807-6777.

If outside the 50 United States and Canada, contact your authorized Maytag dealer to determine if another warranty applies.

TEN YEAR LIMITED WARRANTY

WHAT IS COVERED

THREE YEAR LIMITED WARRANTY (PARTS AND LABOR)

For three years from the date of purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, Maytag brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter "Maytag") will pay for factory specified parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted by the remaining term of the original unit's warranty period.

FOURTH THROUGH TENTH YEAR LIMITED WARRANTY (DRIVE MOTOR AND WASH BASKET ONLY - LABOR NOT INCLUDED)

In the fourth through tenth years from the date of original purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, Maytag will pay for factory specified parts for the following components to correct non-cosmetic defects in materials or workmanship in these parts that prevent function of this major appliance and that existed when this major appliance was purchased. This is a limited 10 year warranty on the below named parts only and does not include repair labor.

- Drive Motor
- Wash Basket (Side Walls Only)

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a Maytag designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator, or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes, or correction of household electrical or plumbing (i.e. house wiring, fuses, or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Defects or damage caused by the use of non-genuine Maytag parts or accessories.
6. Conversion of your product from natural gas or L.P. gas or reversal of appliance doors.
7. Damage from accident, misuse, abuse, fire, floods, acts of God, or use with products not approved by Maytag.
8. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration, or modification of the appliance.
9. Cosmetic damage including scratches, dents, chips, and other damage to appliance finishes unless such damage results from defects in materials and workmanship and is reported to Maytag within 30 days.
10. Discoloration, rust, or oxidation of surfaces resulting from caustic or corrosive environments, including but not limited to, high salt concentrations, high moisture or humidity, or exposure to chemicals.
11. Pick-up or delivery. This product is intended for in-home repair.
12. Travel or transportation expenses for service in remote locations where an authorized Maytag servicer is not available.
13. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal, or replacement of the product.
14. Service or parts for appliances with original model/serial numbers removed, altered, or not easily determined.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Maytag makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this Warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Maytag or your retailer about buying an extended warranty.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. MAYTAG SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

ASSISTANCE OR SERVICE

Before calling for assistance or service, please check "Troubleshooting" or visit www.maytag.com/help. It may save you the cost of a service call. If you still need help, follow the instructions below. When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

If you need replacement parts or to order accessories

We recommend that you use only Factory Specified Parts. These parts will fit right and work right because they are made with the same precision used to build every new MAYTAG® appliance.

To locate factory specified replacement parts, assistance in your area, or accessories:

Maytag Services, LLC
1-800-688-9900 www.maytag.com

1-800-901-2042 (Accessories)
www.maytag.com/accessories

Whirlpool Canada LP
Customer Assistance
1-800-807-6777
www.maytag.ca

or call your nearest designated service center or refer to your Yellow Pages telephone directory.

Our consultants provide assistance with

In the U.S.A.

- Features and specifications on our full line of appliances.
- Installation information.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).

In the U.S.A. and Canada

- Use and maintenance procedures.
- Accessory and repair parts sales.
- Referrals to local dealers, repair parts distributors, and service companies. Maytag® designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States and Canada.

You can write with any questions or concerns at:

Maytag Services, LLC
ATTN: CAIR® Center
P.O. Box 2370
Cleveland, TN 37320-2370

Customer eXperience Centre
Whirlpool Canada LP
Unit 200-6750 Century Ave
Mississauga, Ontario L5N 0B7

Please include a daytime phone number in your correspondence.

ASSISTANCE OU SERVICE

Avant de faire un appel pour assistance ou service, veuillez vérifier la section "Dépannage" ou visiter le site www.maytag.com/help. Cette vérification peut vous faire économiser le coût d'une visite de réparation.

Si vous avez encore besoin d'aide, suivre les instructions ci-dessous.

Lors d'un appel, veuillez connaître la date d'achat et les numéros au complet de modèle et de série de votre appareil. Ces renseignements nous aideront à mieux répondre à votre demande.

Si vous avez besoin de pièces de rechange

Si vous avez besoin de commander des pièces de rechange, nous vous recommandons d'utiliser seulement des pièces spécifiées par l'usine. Ces pièces conviendront et fonctionneront bien parce qu'elles sont fabriquées selon les mêmes spécifications précises utilisées pour construire chaque nouvel appareil MAYTAG®.

Pour trouver des pièces de rechange spécifiées par l'usine dans votre région :

Whirlpool Canada LP - Assistance à la clientèle
1-800-807-6777 www.maytag.ca

ou contacter votre centre de réparation désigné le plus proche ou consulter l'annuaire téléphonique des Pages Jaunes.

Nos consultants fournissent l'assistance pour :

- Procédés d'utilisation et d'entretien.
- Vente d'accessoires et de pièces de rechange.
- Les références aux concessionnaires, compagnies de service de réparation et distributeurs de pièces de rechange locaux. Les techniciens de service désignés par Whirlpool Canada LP sont formés pour remplir la garantie des produits et fournir un service après la garantie, partout au Canada.

Vous pouvez écrire en soumettant toute question ou tout problème au :

Customer eXperience Centre
Whirlpool Canada LP
Unit 200-6750 Century Ave
Mississauga, Ontario L5N 0B7

Dans votre correspondance, veuillez indiquer un numéro de téléphone où on peut vous joindre dans la journée.